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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Aleksander Szlam
Serial No. : 09/885,717
Filed : June 20, 2001
For : Dynamic Help Option For Internet Customers
Attorney's Docket : CONCERTO-512XX
Examiner : Kieu D. Vu
Group Art Unit : 2173

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Petition, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on May 5, 2005.

By Andrew R. Martin, Esq.
Registration No. 45,413
Attorney for Applicant

Mail Stop Petition
Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

PETITION TO REVIVE ABANDONED APPLICATION UNDER 37 CFR §1.137(b)

Applicant respectfully petitions to revive the unintentional abandonment of the present application. An office action was mailed March 29, 2004 to Applicant's former legal representative.

Applicant's present legal representative was not made aware of the outstanding office action until September 29, 2004. Applicant's present representative made several unsuccessful attempts to obtain a copy of the outstanding office action between the dates of September 29, 2004 and April 22, 2005. Applicant's present representative finally obtained a copy from Applicant's

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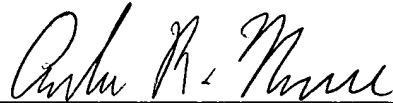
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former legal representative on April 22, 2005.

Applicant submits that the failure to include the submission was unintentional and that the entire delay in filing the required reply from the due date for the reply until the filing of a grantable petition pursuant to 37 C.F.R. § 1.137(b) was unintentional. Enclosed is the petition fee set forth in 37 C.F.R. § 1.17(m), the submission as required under 37 C.F.R. § 1.114, a copy of the filed Revocation and Appointment of Attorney and Change of Correspondence Address (Exhibit A), and a copy of the office action as received by Applicant's present legal representative from Applicant's former legal representative on April 22, 2005 (Exhibit B).

Respectfully submitted,

Aleksander Szlam

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Date: May 5, 2005